

FRANKLIN COUNTY CLERK OF COURTS
Maryellen O'Shaughnessy, Clerk

NOTICE OF EXTERNAL JOB OPENING

JOB TITLE: CUSTOMER SERVICE CLERK I
DIVISION: Juvenile Division
JOB POSTING ID: 05-J-14
MANAGER: Torrey Taylor
STARTING SALARY: \$12.45 Hourly/\$25,896.00 Annually
POSTING DATE: Thursday, March 5, 2015
CLOSING DATE: Wednesday, March 11, 2015 11:59 PM
JOB TYPE: Full-Time, Permanent, Bargaining Unit

Nature of Work

- Provide assistance and informational services to customers in-person or by telephone regarding the issuance of legal documents
- Responsible for answering telephones and transferring calls to appropriate area
- Verify and determine authenticity of legal documents submitted by customer
- Review, verify, accept, and enter data from legal documents into case management (FCJS) and eFiling systems (e-Flex).
- Perform variety of clerical tasks related to processing of legal documents (e.g., time stamp, proofreads, sorts, files, copies, distributes data, and maintains entry logs)

Minimum Qualifications

- Skill in typing (test given); operation of computer, and other office equipment
- Ability to handle routine and sensitive telephone and in-person contact with general public, customers and government representatives
- Detail oriented and ability to multi-task
- Good attendance record
- Ability to work in a team environment
- Demonstrated customer service skills

To apply, please submit a resume and application electronically through Franklin County Clerk of Courts website (<http://www.franklincountyohio.gov/clerk/employment.cfm>) or email (employeeapps@franklincountyohio.gov).

Full time: 40 hours/week

Salary Range: \$12.45 -\$16.52 Hourly
\$25,896.00 -\$34,361.60 Annually

Healthcare Benefits: Medical, Prescription Drug, Mental Health/Chemical Dependency, Dental, Vision and Life Insurance

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